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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application: : Group Art Unit: 3621  
  
R. F. Gloor et al : Examiner: J. A. Reagan  
Serial No: 09/439,310 : IBM Corporation/Dept. IQ0A/40-3  
Filed: 11/12/1999 : Intellectual Property Law  
Title: BUSINESS METHOD FOR : 1701 North Street  
QUALITY ASSURANCE OF : Endicott, NY 13760  
SERVICES

ASSOCIATE POWER OF ATTORNEY

Assistant Commissioner For Patents  
Washington, DC 20231

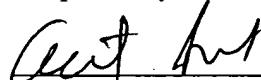
Sir:

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Respectfully submitted,

  
Arthur J. Samodovitz  
Reg. No: 31,297

Docket: END919990079US1

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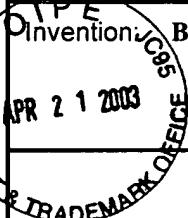
3621

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Applicant(s): R. F. Gloor et al.

Docket No.

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Serial No.  
09/439,310Filing Date  
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3621

Invention: BUSINESS METHOD FOR QUALITY ASSURANCE OF SERVICES

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